



Appendix R

Copies of Relay Brochures or Other Advertisements

Appendix R: Copy of Relay Brochures or Other Advertisements



Outreach

The Washington Relay Account Manager is available to:

- ▶ provide outreach services to the deaf, hard-of-hearing, deaf-blind and speech-disabled communities, as well as hearing civic groups and other organizations within Washington State.
- ▶ make presentations and distribute relay information in educational settings and at trade shows throughout Washington State.
- ▶ conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind, speech-disabled and hearing communities in Washington State.
- ▶ answer any questions, provide usage tips, and resolve relay-related issues.

To receive information or schedule a presentation, contact:

Dan Brubaker, Account Manager
 Sprint / Washington Relay
 1100 Olive Way, Suite 1220
 Seattle, WA 98101
 TTY: 1-888-655-3514; FAX: 1-877-523-0956
 Voicemail: 1-800-876-1408
 email: dan.brubaker@sprint.com

Don't Hang Up

The goal of the "Don't Hang Up" campaign is to decrease the frequency of hangups by businesses who are unfamiliar with Washington Relay. The campaign includes:

- ▶ Public service announcements
- ▶ Articles in business publications

If you have experienced a hang up, please contact the Account Manager, who will provide the business with information about Washington Relay.

Many people have found that changing the way their relay calls are announced reduces hangups.

Instead of saying, "This is Washington Relay..." ask the CA to begin, "This is a customer of your business calling through Washington Relay," or, "This is [Your Name] calling through Washington Relay."



Keeping deaf, hard-of-hearing, deaf-blind, and speech-disabled people in the loop.

What is Washington Relay?

- ▶ Free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.
- ▶ Allows text-telephone (TTY) users to communicate with standard telephone users through specially trained Communications Assistants (CAs).
- ▶ Make calls to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- ▶ All calls are strictly confidential and no records of any conversations are maintained.
- ▶ Administered by the Washington State Office of the Deaf and Hard of Hearing and provided by Sprint.

Traditional Relay

7-1-1 or direct dial 1-800-833-6388 TTY

A person who is deaf, hard-of-hearing, deaf-blind, or has a speech disability uses a TTY to type his/her conversation to a CA, who then reads the typed conversation to a hearing person.

The CA relays the hearing person's spoken words by typing them back to the TTY user.



Hearing users can easily initiate calls to TTY users.

The CA types the hearing person's spoken words to the TTY user and reads back the typed replies.

- 1 Dial 7-1-1 or direct dial 800-833-6384.
- 2 You will hear, "Washington Relay CA (number). May I have the number you wish to call, please?"
- 3 Give the CA the area code and telephone number.
- 4 The CA will process the call.

Be sure to speak directly to the person you've called—not the CA. Avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.



Emergency

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the relay operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through Washington Relay or dial it directly TTY to TTY.

TTY public payphones

A Federal Communications Commission (FCC) order states:

- ▶ All local calls from TTY payphones are free of charge.
- ▶ Toll calls can be billed through calling cards and prepaid cards.

Billing Preference

There is no charge for using Washington Relay to make local calls. For long distance calls, rates are determined by the carrier you choose. Washington Relay gives you several billing options for long distance or international calls. If you select Sprint as your long distance carrier, you receive a reduced long-distance rate. Remember to tell the CA your billing choice:

- ▶ Direct
- ▶ Collect
- ▶ Prepaid phone card
- ▶ Calling card
- ▶ Third Party

Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you have.



Washington Relay > Dan Brubaker, Account Manager
1100 Olive Way, Suite 1220, Suite 2100
Seattle, WA 98101
TTY: 1-888-655-3514; FAX: 1-877-523-0956
Voice Mail: 1-800-876-1408
email: dan.brubaker@sprint.com

Office of the Deaf and Hard of Hearing > Steve Peck
1115 Washington Street SE, Olympia, WA 98504-5301
Voice/TTY: 360-902-8000; FAX: 360-902-0855
email: PeckSC@dshs.wa.gov



Internet Relay ▶ www.sprintip.com

Fast and easy? Yes, you can! Users need a computer, a web browser and a phone line and/or Internet access.

- ▶ Clean and crisp look
- ▶ Increased reliability
- ▶ Experienced, accurate operators
- ▶ Available 24 hours a day
- ▶ No high-speed Internet required
- ▶ No domestic long distance charges
- ▶ No TTY needed
- ▶ Easy call set up
- ▶ Language preferences
- ▶ Background color/text options
- ▶ Resizable "one" window with split screen
- ▶ Simplified printing function
- ▶ Web browser options:
 - Internet Explorer 5.5 >
 - Netscape 6.1 >
 - Firefox 1.0 >
 - Safari 1.0 >
- ▶ Online help with access to live customer service



Sprint IP Relay™ using AOL Instant Messenger™ (AIM®)

- ▶ Works on any computer and wireless device that uses AIM®
- ▶ Just add SprintIP to your Buddy List
- ▶ Spanish Available – type ESPANOL
- ▶ Connect to Live Customer Service – type HELP
- ▶ No GA or SK needed
- ▶ More experienced, accurate operators
- ▶ Simple & easy to use!

More information: sprintrelay.com



**WASHINGTON
RELAY**

Video Relay Service

www.wavrs.com computer & webcam

sprintrelay.tv TV & videophone

Hearing callers: Dial 1-877-709-5776 and give an IP address to the Video Interpreter.

- ▶ Clear video resolution
- ▶ Available 24 hours a day
- ▶ More experienced Video Interpreters (VIs)
- ▶ More VI availability—less waiting
- ▶ No domestic long distance charges
- ▶ Online help with access to live customer service

Voice Carry-Over (VCO) ▶ 1-800-833-6386

- ▶ A Deaf/hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- ▶ VCO calls can be made:
 - by anyone who is Deaf/hard-of-hearing
 - to people who use a TTY
 - to another VCO user
- ▶ Ideal for late-deafened adults unable to hear over the phone.
- ▶ A CA (communications assistant) types what the person you've called says to you to your TTY for you to read.
- ▶ Calls are automatically handled by the CA who specializes in all types of VCO calls.
- ▶ VCO to TTY The CA types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's text display.
- ▶ VCO to VCO The CA serves as "ears" for both parties, typing what is said on both ends of the call.
- ▶ VCO to HCO The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user's text display.

Need help?

- ▶ Have your questions answered ▶ Receive assistance with a relay call
- Washington Relay Customer Service: **1-800-676-3777** TTY/Voice/ASCI



CapTel Captioned Telephone Service

- ▶ Provided free of charge* through Washington Relay
- ▶ Simultaneously hear your caller's voice and see captions of everything said to you.
- ▶ Dial phone numbers directly
- ▶ Enjoy natural phone conversations
- ▶ A CapTel phone required to use this service
 - bright, easy-to-read display
 - functions as a traditional phone so everyone can use it
 - free phone eligibility information is available online at www.captionedtelephone.com/availability/WA.phtml

*CapTel users are responsible for their own long distance charges.

Speech-to-Speech (STS) ▶ 1-877-833-6341

- ▶ A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- ▶ STS calls can be made:
 - by anyone/to anyone with a speech disability
 - by people/to people who use a TTY
- ▶ Specially trained CAs serve as the speech-disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.
- ▶ Sprint's unparalleled equipment and exceptional STS CA training ensure that speech-disabled users will be heard and understood.

Speech-to-Speech Voice Carry-Over (STS)

- ▶ A deaf/hard-of-hearing person speaks directly to a hearing person. If the hearing person does not understand the STS VCO user's voice, the CA will revoice the dialogue.
- ▶ The CA will also type the hearing person's dialogue to the STS VCO user.
- ▶ A TTY is required for this call type.



Hearing Carry-Over (HCO) ▶ 1-800-833-6388

- ▶ Speech-disabled users with hearing listen to the person they are calling.
- ▶ The HCO user types his/her conversation for the CA to read to the standard telephone user.
- ▶ HCO to TTY. The HCO user listens while the CA voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.
- ▶ HCO to HCO. HCO users may contact other HCO users through Washington Relay. The CA will voice to both parties what is typed on each user's TTY.

Telebraille ▶ 1-800-833-6385

- ▶ Relay users who are deaf-blind can read at whatever pace is comfortable to them.
- ▶ Users can also request increased or decreased text display in increments of 5 words per minute.

Spanish Relay

1-877-833-6398 Voice ▶ 1-877-833-6399 TTY

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation.

International Calls

Washington Relay allows you to place and receive calls to and from anywhere in the world in English or Spanish. Callers from a country outside the US may also access Sprint Relay by dialing 1-605-224-1837.

call ▶ Make a complaint, suggestion or comment ▶ Request brochures, outreach materials, or presentations

ASCI Servicio al Cliente de Washington Relay: 1-800-676-4290 TTY/Voz/ASCII Email: Sprint.TRSCustServ@sprint.com

A Brief History of STS

Bob Segalman, Ph.D., who has a cerebral palsy-related speech disability, founded Speech to Speech (STS) in November 1995. He conceived of STS because he wanted to find an easier way to access the telephone system than by using a TTY (text telephone device.) Typing is a slow process for him because he has some manual dexterity limitations. Dr. Segalman can hear but people sometimes cannot understand his speech.

Dr. Segalman persuaded California legislators and the California Public Utilities Commission of the importance of full-telecommunications access for people who have a speech disability. His concept, Speech to Speech, was implemented in June 1996, via the California Relay Service and Sprint Telecommunications. Sprint developed the first STS technology in the United States.

STS is now offered in six other states. Washington is the seventh state to provide this vital new service.

In 1998, Dr. Segalman appeared before the Federal Communications Commission to argue that STS is implied in the 1991 Americans with Disabilities Act (ADA). As a result, FCC is actively working on a rule-making in which it will decide whether to require all states to offer STS. It is expected that STS will be provided in all 50 states in about two years.

Call STS: 1-877-833-6341

WA Relay STS Toll Free Number

1-877-833-6341

More WA Relay Toll Free Numbers*

Arranged alphabetically:

Customer Service

TTY/Voice 1-800-676-3777

Customer Service by E-mail:

Sprint.TRSCustServ@mail.sprint.com

900 Services

1-900-646-3323

Spanish TTY

1-877-833-6399

Spanish Voice

1-877-833-6398

Sprint TTY Operator Service

1-800-855-4000

TeleBraille

1-800-833-6385

TTY

1-800-833-6388

Voice

1-800-833-6384

VCO (Voice Carry Over)

1-800-833-6386

* 800, 877, and 888 are toll free numbers

CUSTOMER DATABASE PROFILE

You may set up a personal database profile with WA Relay Customer Service. The database stores your call preferences and other information that can save you time when using the relay. Call customer service for more information and to request a Customer Database Profile form.



Say hello to... Speech to Speech

— a dynamic new
phone service for
people
who have a
speech disability,
provided by
Washington Relay

STS — it's your call.

1-877-833-6341



Quality of Service Means Quality of Life.

What is STS?

Speech to Speech, or STS, is a new service offered by Washington Relay. STS enables a person with a speech disability to use the telephone without using a TTY (text telephone device). Instead, he or she can use his or her own voice or voice synthesizer or voice enhancer. Additionally, STS users may benefit from hands-free telephone equipment available through DSHS Telecommunications Access Service (TAS). To learn more about this equipment, call 1-800-422-7930.

How does STS work?

Specially trained communication assistants, known as CAs, facilitate the call by listening to the person with a speech disability and relaying what they say verbatim. The CA is not part of the call. Their job is only to relay what the caller says.

When can I use STS?

STS is available 24 hours a day, 365 days a year, with no restriction on the length of call or the number of calls placed. All STS calls are strictly confidential and federal law provides that CAs cannot reveal the content or any information about a relay call.

Who can use STS?

STS can be used by anyone with a speech disability or anyone who wants to call someone who has a speech disability. STS calls can also be made by people or to people who use a TTY, VCO, HCO or even to another person with a speech disability.

What is the STS Number?

1-877-833-6341

It's toll free from anywhere in Washington and the United States.

How do I place an STS call?

STS is **easy** to use:

▼ Dial 1-877-833-6341. The STS CA will answer by saying, "Washington Relay Speech to Speech. How may I help you?"

▼ Give the CA the area code and telephone number of the party you want to call.

▼ When the person you're calling answers, the CA will announce to the party you're calling, "A person is calling through Washington Speech to Speech."

▼ After announcing STS, the CA will prompt you to start talking to the party you called by saying, "Caller, go ahead."

▼ Each person takes turns speaking and then saying, "Go Ahead" to indicate that they are ready for the other person to respond.

More Information About STS

To learn more about STS or using the relay, call Washington Relay Customer Service: TTY/Voice 1-800-676-3777.

STS — it's your call.

Comments from Some People Who Use STS

"STS enables me to be in charge of my life via the telephone. I can now make any telephone call I want or need to, whether to chat with a friend, negotiate a deal, seek or share information, express an opinion or settle a dispute."
— Pam Hoye

"I use STS to call airlines. I think it really helps people to understand me. People used to hang up on me if I couldn't get my hello out right away. I think STS is really good for people, to help them make phone calls so people can call whoever they want."
— Mike Kaszycki

"For the past 3 years since STS has been available in California, it has been a lot easier to get more done in less time. Because the people I call are much more diverse, they are less likely to understand me."

I call my doctors, the pharmacy, the people that are involved in my continuing education, libraries to get information, college or university departments to get advice, various brokerages and financial institutions to keep my financial affairs in shape and transportation services so I can keep my appointments. I call governmental and nongovernmental agencies and various key people to monitor progress on special services to keep myself constructively engaged."
— Winston Ching

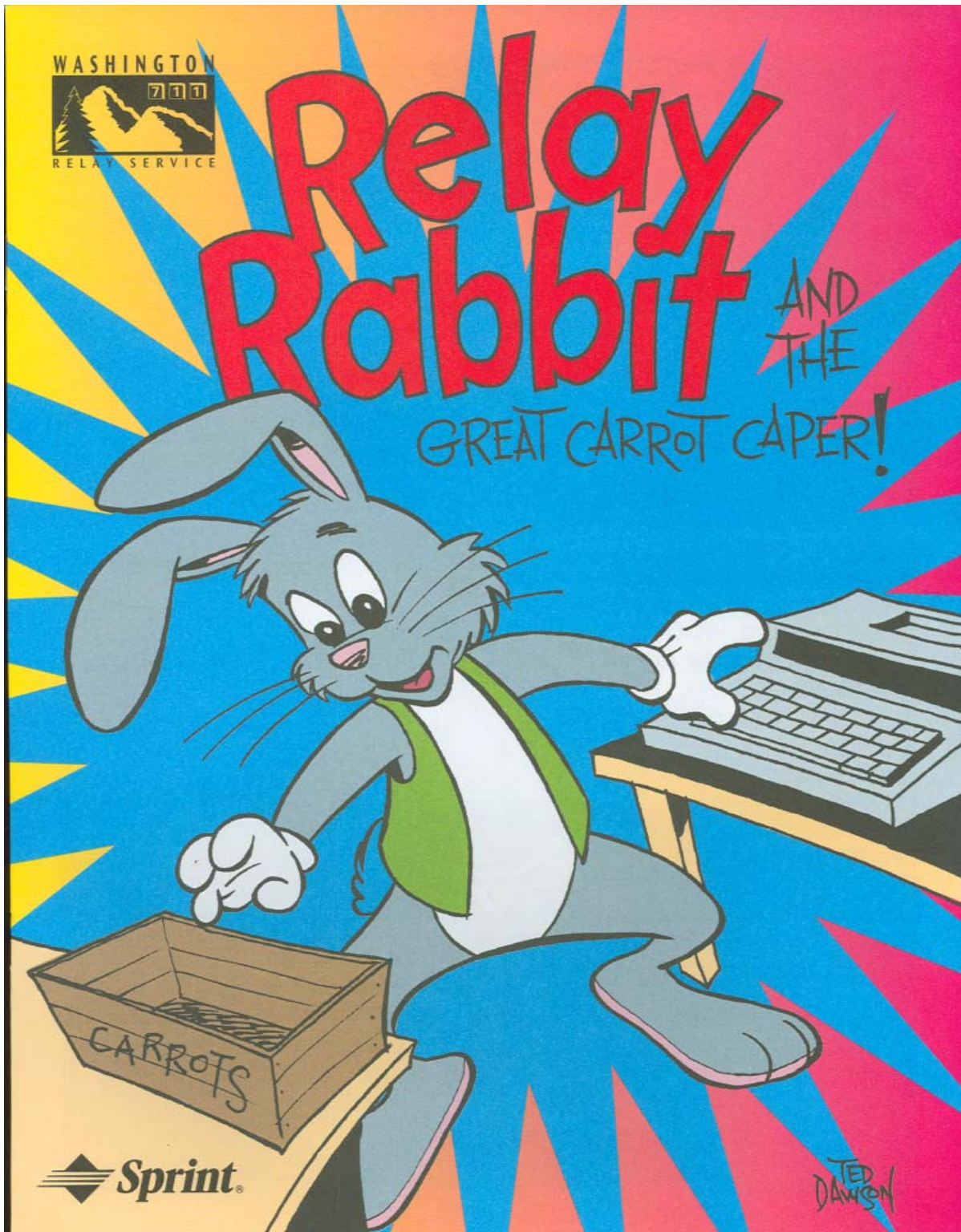
"STS is useful when I talk to my friend who has a profound speech disability. Usually I understand him but when I don't, I ask the CA to assist — it frees him from frustration and exhaustive repetition."
— Katherine Keller

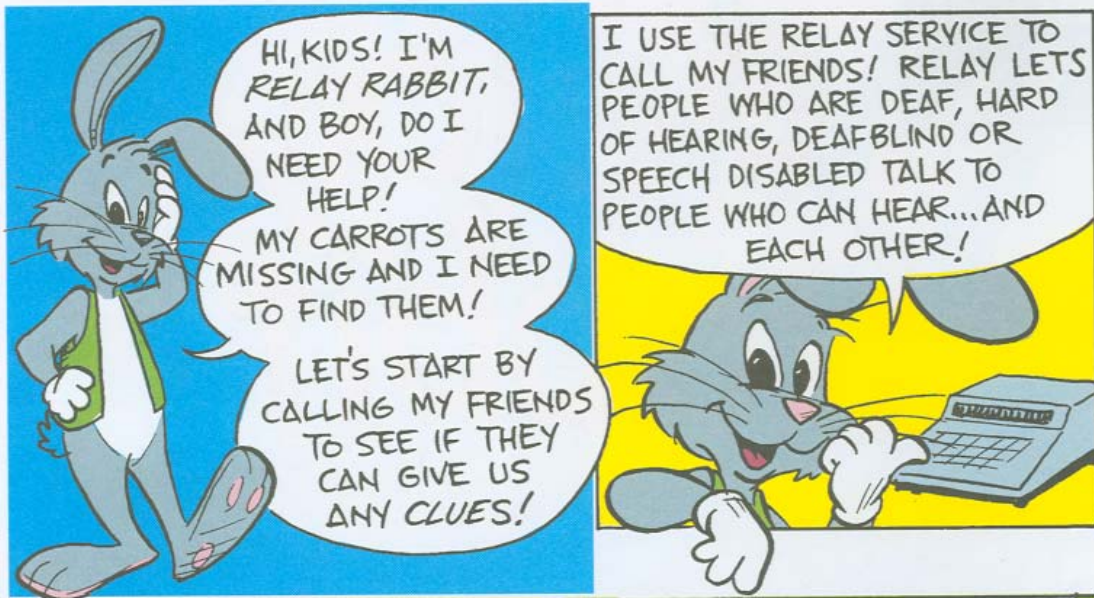
Call STS: 1-877-833-6341

Call STS: 1-877-833-6341

Call STS: 1-877-833-6341







MY FRIEND MARISSA MOUSE IS DEAF AND LIKES TO USE HER OWN VOICE ON THE PHONE! SHE USES VOICE CARRY OVER RELAY! WHEN I CALL HER, A RELAY AGENT TYPES WHAT SHE SAYS TO ME!



HI, MARISSA! MY CARROTS ARE MISSING! HAVE YOU SEEN THEM? GA

GOSH, I'M SORRY, I DON'T HAVE A CLUE! MAYBE SARAH CAN HELP! GA



MY FRIEND SARAH SQUIRREL CAN HEAR BUT SHE CAN'T SPEAK. SHE USES HEARING CARRY OVER RELAY! WHEN I CALL HER, WE BOTH TYPE ON OUR TTYS. AN AGENT READS WHAT I TYPE TO HER AND SHE PICKS UP HER RECEIVER AND LISTENS!



HI, SARAH! MY CARROTS ARE MISSING! HAVE YOU SEEN THEM? GA



SORRY, I CAN'T HELP, RELAY RABBIT! WHY DON'T YOU TRY GATO? GA

MY FRIEND GATO ADELANTE IS HEARING & HE SPEAKS SPANISH! SO HE USES SPANISH RELAY! WHEN I CALL HIM, A SPANISH SPEAKING AGENT TRANSLATES FOR US!



GUESS WHAT GATO! MY CARROTS ARE MISSING! GA

¡NO HE VISTO LAS ZANAHORIAS!*

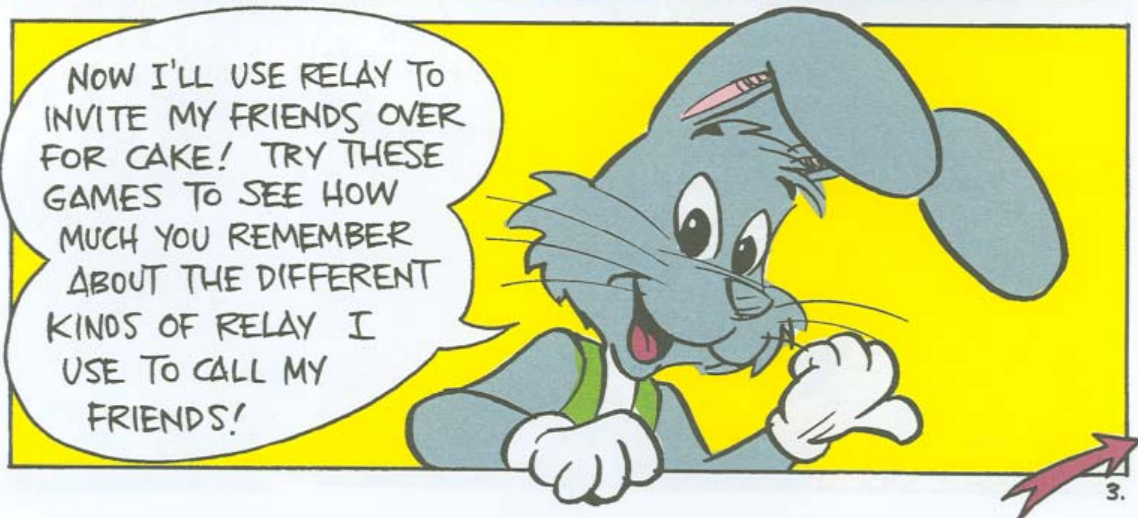
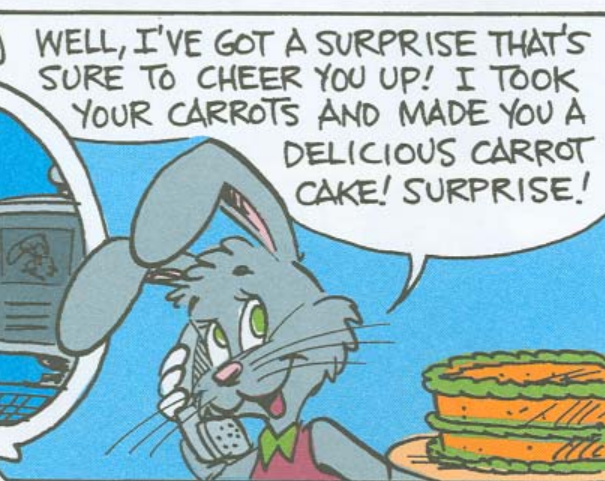
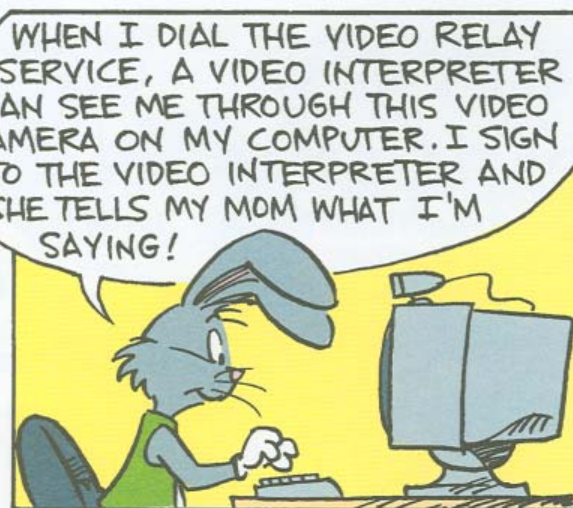


* I HAVEN'T SEEN THE CARROTS!

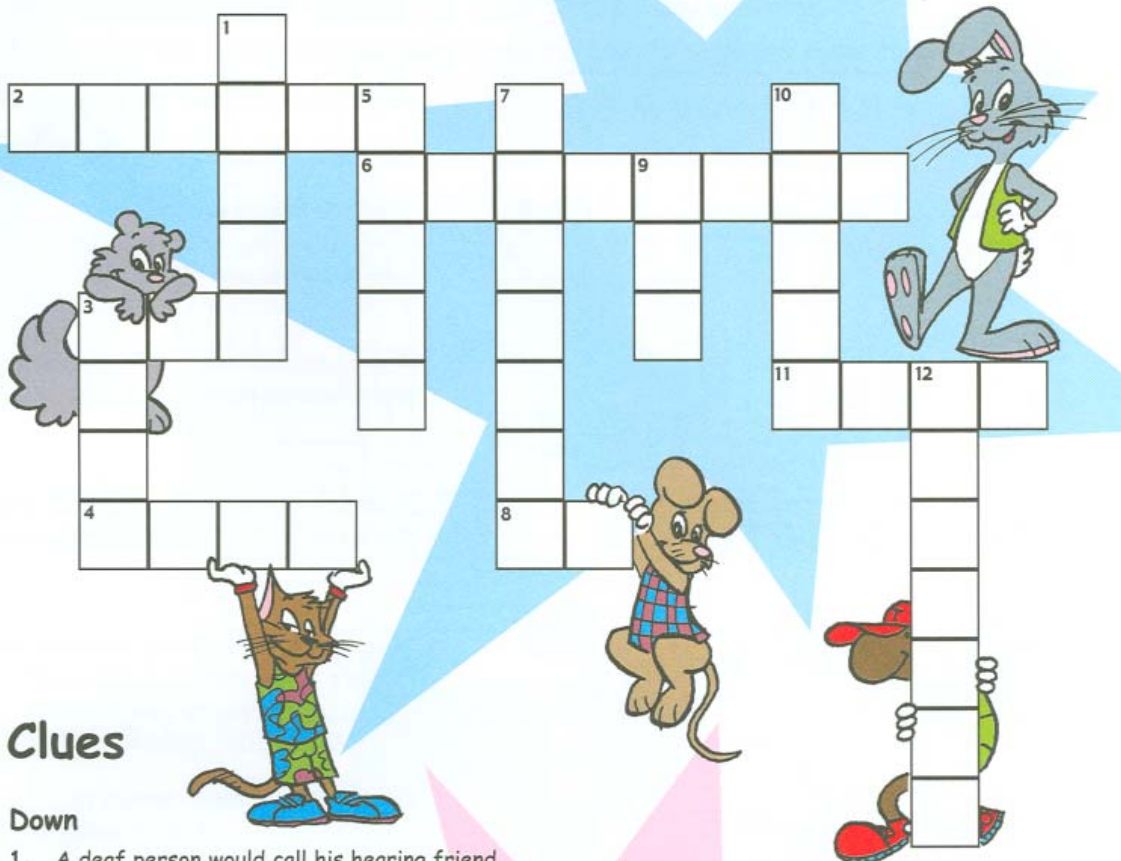
GEE, THIS IS TERRIBLE! I'VE CALLED ALL MY FRIENDS AND NOBODY HAS SEEN MY CARROTS! WHAT CAN I DO??



2



Crossword Puzzle Fun!



Clues

Down

1. A deaf person would call his hearing friend through the _____ service.
3. A relay operator types spoken words into _____ that can be read on a TTY.
5. Relay service is available 24 _____ a day, 7 days a week.
7. Sarah Squirrel can hear but cannot speak, so she uses _____ Carry Over to make her relay calls.
9. Relay Rabbit uses American Sign Language or _____ to communicate with a Video Relay Interpreter.
10. Marissa Mouse likes to use her own _____ when she makes a relay call so she uses Voice Carry Over Relay.
12. Gato Adelante uses _____ Relay so his conversations can be translated into English when he calls Relay Rabbit.

Across

2. Chelsea Chipmunk has a _____ disability, so she uses Speech to Speech Relay.
3. The device that Relay Rabbit uses to read the text messages typed to him by a relay operator is called a _____.
4. A relay operator will _____ what Tyrone Turtle says to Relay Rabbit for him to read on his TTY.
6. A relay _____ will voice what you type and type what your friend says back to you.
8. During a relay call, you need to type _____ when you are finished speaking.
11. Using relay service is fun and _____.

Answers—Down: 1. relay, 3. TTY, 4. type, 5. hours, 7. hearing, 9. ASL, 10. voice, 12. Spanish
Across: 2. speech, 3. TTY, 4. type, 5. hours, 7. hearing, 9. ASL, 10. voice, 12. Spanish

Unscramble these relay words using these clues.

OLTL ERFE UNBMER

What you dial to call the Relay Service.

ERYLA VCEIERS

This lets people who are deaf, hard of hearing, or speech-disabled talk to people who can hear.

TLPONEEHE

A deaf person uses a TTY to call relay, and a hearing person uses this.

RDAH FO EGINHAR

A person who is _____ can use Voice Carry Over to make a relay call.

OCNNCET

When you give the relay operator your friend's phone number, he/she will _____ you to your friend.

CMTMOUNICAE

People use the relay service to _____ with each other.

SCHEPE OT CSHPEE

A person who has a speech disability would use this type of relay.

DIOVE LRYEA

A person who has a special phone with a camera that lets the operator see him would use _____ service.

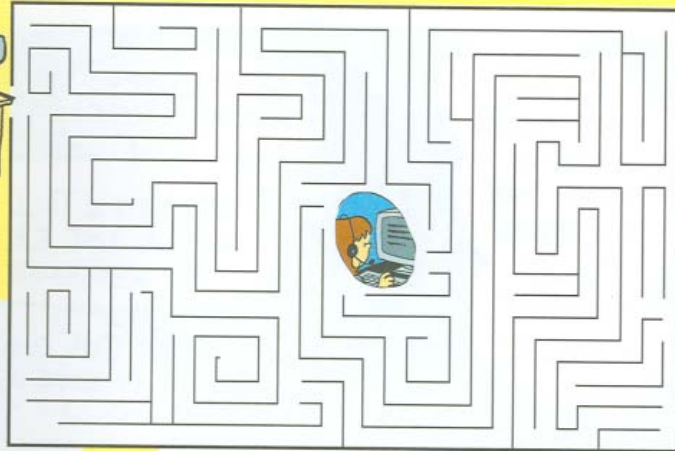
GNAIERH YRARC VEOR

A person who can hear but cannot speak would use this type of relay.



Answers: Toll Free Number, Relay Service, Telephone, Hard of hearing, Connect, Communicate, Speech to Speech, Video Relay, Hearing Carry Over.

Relay Rabbit wants to call his mother to thank her for the carrot cake.
 Help his relay call get through the maze to the relay operator.
 Next help the operator send Relay Rabbit's call through the maze to his mother.



Match Relay Rabbit's friends to the kinds of relay service they use.



"When I call Relay Rabbit, a special relay operator who can understand me types what I say to Relay Rabbit on his TTY."

Hearing Carry Over



"When I call Relay Rabbit we both type to each other on our TTYs. A relay operator reads what I type to him and I pick up my receiver to listen."

Voice Carry Over



"When I call Relay Rabbit, a Spanish-speaking relay operator translates what I say into English and types it to Relay Rabbit for him to read on his TTY."

Speech to Speech



"I like to use my own voice on the telephone. When I call Relay Rabbit, a relay operator types what I say to him on his TTY for him to read."

Spanish Relay

ANSWERS: Speech-to-Speech Hearing Carry-Over Spanish Relay Voice Carry-Over

NOW YOU CAN DIAL 711 TO REACH RELAY!

OH, NO! I CAN'T FIND WHERE I WROTE DOWN THE TOLL-FREE RELAY SERVICE NUMBER!

DON'T WORRY, TYRONE! JUST DIAL 7-1-1

IT'S STILL TOLL-FREE AND A LOT EASIER TO REMEMBER!

BUT DON'T GET IT CONFUSED WITH 9-1-1! THAT'S FOR EMERGENCIES!

LET'S REVIEW HOW TO MAKE A RELAY CALL!

- CALL THE RELAY SERVICE OR DIAL 7-1-1
- TYPE OR SAY THE NUMBER & NAME OF THE PERSON YOU WANT TO CALL FOR THE RELAY OPERATOR!
- AFTER THE OPERATOR CONNECTS YOU, TYPE OR SPEAK DIRECTLY TO THAT PERSON... NOT TO THE OPERATOR!
- TYPE OR SAY "GA" WHEN YOU'RE DONE TYPING OR TALKING!
- TYPE OR SAY "GA TO SK" AT THE END OF YOUR CONVERSATION!

Trace these Washington Relay toll free numbers to help you remember them!

1-800-833-6384	1-877-833-6398
Voice	Spanish Voice
1-800-833-6388	1-877-833-6399
TTY/HCO/ASCII	Spanish TTY
1-800-833-6386	1-900-646-3323
VCO	900 Services
1-877-833-6341	1-800-833-6385
Speech to Speech/ Speech to Speech VCO	Tellebraille

www.sprintrelayonline.com Internet Relay

www.wavrs.com Video Relay

Sprint

WASHINGTON RELAY SERVICE



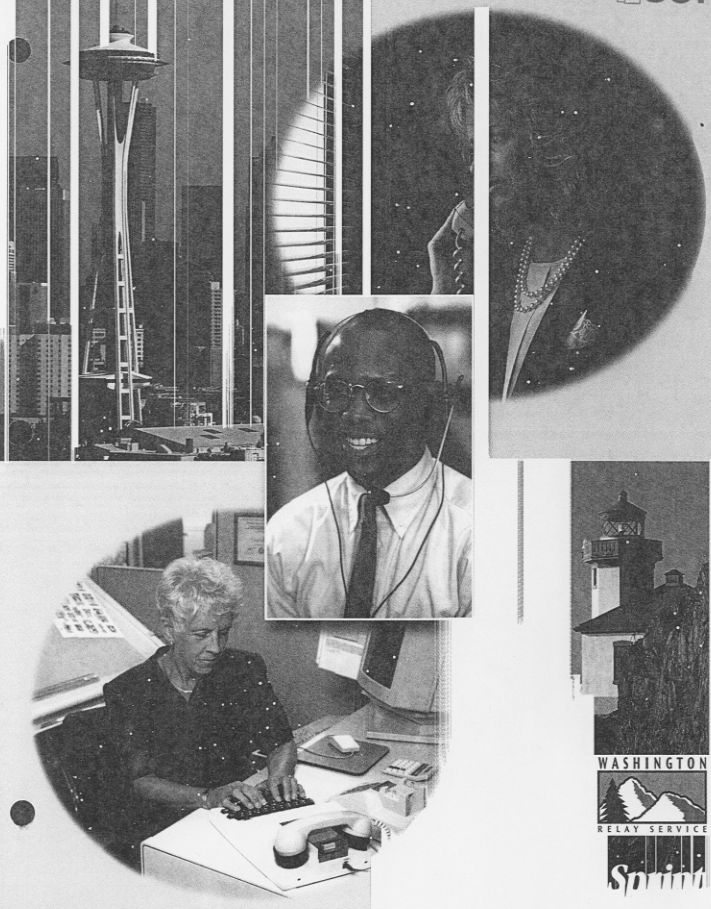
Want to Communicate? Go Ahead.

SPRINT

WASHINGTON
RELAY SERVICE

WASHINGTON
RELAY SERVICE

How to use Relay Services in Washington



SPRINT

WASHINGTON
RELAY SERVICE

SPRINT

Washington Video Relay Service (WA VRS)



H.320 ISDN: 1-888-391-9090 (128K & 384K) or 1-877-352-5300 (128K & 384K)

H.323 Internet: www.wavrs.com ■ Voice: 1-866-410-5787

For those relay users who prefer to communicate using American Sign Language (ASL) Washington Relay has developed a unique solution. Washington Video Relay Service (WA VRS) allows users to communicate with a video interpreter in ASL via a desktop computer with videoconference capabilities. With WA VRS, a video interpreter (similar to a CA) will relay the telephone conversation with an ASL user in a visual format and voice it to a hearing person via standard telephone. This allows the participants to see expressions and gestures during the call. WA VRS callers can use either a stand-alone video phone or a videoconference package with a computer (most popular) to connect with a video interpreter at the WA VRS site.

WA VRS with 21VCO

Many deaf and hard of hearing people prefer to use their own voice as well as sign language. These users do use and enjoy WA VRS by utilizing WA VRS/21VCO. WA VRS/21VCO enhances the call by allowing the hearing person to hear the voice of hard-of-hearing or deaf person. Likewise the WA VRS/21VCO user is able to follow the communication process via video interpreter, who signs to the caller what the hearing person is saying.

What equipment do I need to use WA VRS?

- A computer
- Special video software
- A web camera
- High speed Internet access

The Telecommunications Access Services (TAS) is a statewide program that provides equipment to qualified disabled individuals to receive specialized telecommunications devices and services that allow them to use the telephone network. Contact the Office the Deaf and Hard of Hearing (ODHH) at 360-902-8000 V/ TTY for more information.

Detailed calling instructions can be found on the back of this flyer.





How does WA VRS work?

Washington Video Relay Service (WA VRS) calling instructions differ depending upon the type of equipment you use to connect with the WA VRS Center. In any case a minimum transmission speed of 128 KBps is required to display video images correctly.

For ISDN Video Callers

**H.320 ISDN: 1-888-391-9090 or
1-877-352-5300 • (both 128K & 384K)**

- If your video equipment requires only one number to dial out, use 1-877-352-5300 or 1-888-391-9090.
- If your video equipment requires two numbers to dial out, use 1-877-352-5300 or 1-888-391-9090 in the first and second number fields.

ISDN users are not required to setup user ID and password unless preferred.

For Internet Video Callers

H.323 Internet: www.wavrs.com

- H.323 uses IP (Internet Protocol) which is becoming the favorite of many deaf video users. H.323 can be used by Cable Modem, T-1 (trunk level 1), T-3, DSL (digital subscriber line) and ISDN (if done through Internet).

Making a WA VRS call:

- ① Connect to www.wavrs.com and insert your user name & password unless you have checked the box to remember your ID and Password. You need to have set up the user information database in order to set up your user ID and password.
- ② Insert number to dial in the "Add" box or select a number from the frequently dialed numbers list

- ③ Click "Place call now" link which will display a message that says: "connect you to the call center"
- ④ When prompted, click "ready." You will see a message that says "Connecting call to NetMeeting. Please wait one moment."
- ⑤ An "Accept" box will appear. Click on "accept" and you should now see yourself and the agent in both video boxes.
- ⑥ You may provide agent with number to dial in text chat or ASL as prompted. Upon connection, begin conversation with the hearing person you have called.

For Hearing WA VRS Callers

Voice: 1-866-410-5787

- ① Dial 1-866-410-5787.
- ② Give Video Interpreter (VI) the ISDN phone number(s), IP address, or name of deaf person on the ILS directory.

For Person to Person Video Chat

Load your Netmeeting program by double clicking the Netmeeting icon. To make sure you are in the correct Internet list server (ils) directory click on "tools" and then "options" to view directory settings. To view list of names in directory, click on "directory" in Netmeeting. To connect to the person you wish call, select the person's name on the directory and click on "call" to process the video connection. You can select a friend, business associate or family member who is currently listed in that directory.

Troubleshooting

- If you experience connection difficulties, contact the ODHH customer Service Tech at 877-527-2889 TTY or 866-520-6881 Voice; email: pecksc@dshs.wa.gov. You can also find the technical assistance contact information in the video camera manual.
- If you use video equipment at your workplace, your video connection may be blocked because of security firewalls in Local Area Networks (LAN), which normally require the approval of the network administrator.
- You may experience occasional pauses during the video call and you may be asked to repeat your conversation to the Video Interpreter (VI) or you may need to ask the VI to inform the hearing person to repeat the conversation.

Dial **7 1 1** to place a relay call!



Dialing 7-1-1 makes it even easier to reach Washington Relay!



What is 7-1-1?

7-1-1 is a new statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs).

Relay users can now simply dial 7-1-1 to connect with Washington Relay. This allows more user-friendly access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

Is 7-1-1 for emergencies?

If you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the CA you have an emergency. 7-1-1 is not a direct emergency number and should not be confused with 9-1-1. The CA will then relay your call to the appropriate emergency service provider.

For more information about Washington Relay, please contact Sprint Relay 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)**.

Dial **7 1 1** or use these toll free numbers:

1-800-833-6388
TTY

1-800-833-6384
Voice





Can you afford to hang up on
28 million
 potential customers?

I am **35 years** old

I make **\$48,000** per year

I have no hang-ups with spending it.

I like to dine out and travel.

I am deaf and rely on **relay services** to process my phone calls.

However, some restaurants and hotels hang up on me.



we are your customers.

There are thousands of people like us who are deaf, hard of hearing, deaf-blind and speech disabled calling businesses like yours everyday. Often we are hung up on because people are simply not aware of the process we use to communicate via telephone. Whenever you hear an operator say, "this is a Washington Relay call" it means someone who is deaf, hard of hearing, deaf-blind or speech disabled is calling you. So the next time you or one of your employees get a call like this, remember that you're not talking to a telemarketer, you are talking to another customer. **Because if you hang up on us, you are hanging up on business.**



Office of the Deaf and Hard of Hearing
 1115 Washington Street SE
 Olympia, Washington 98504

CUSTOMER SERVICE CENTER
 800.676.3777 (Voice and TTY)

For more information, please go to
www.washingtonrelay.com/hangup.htm

PRSR STD
 US POSTAGE
 PAID
 OLYMPIA WA
 PERMIT NO. 256



THE CAPTIONED TELEPHONE

The Amplified Telephone that Includes Written, Word-for-Word Captions of Everything the Caller Says

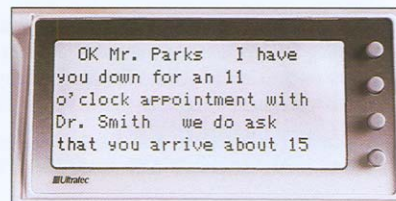


Who Benefits from CapTel?

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

"I love being able to hear the person's voice because I can understand a lot of what they say... but the captions are there for me to see if I did not understand."

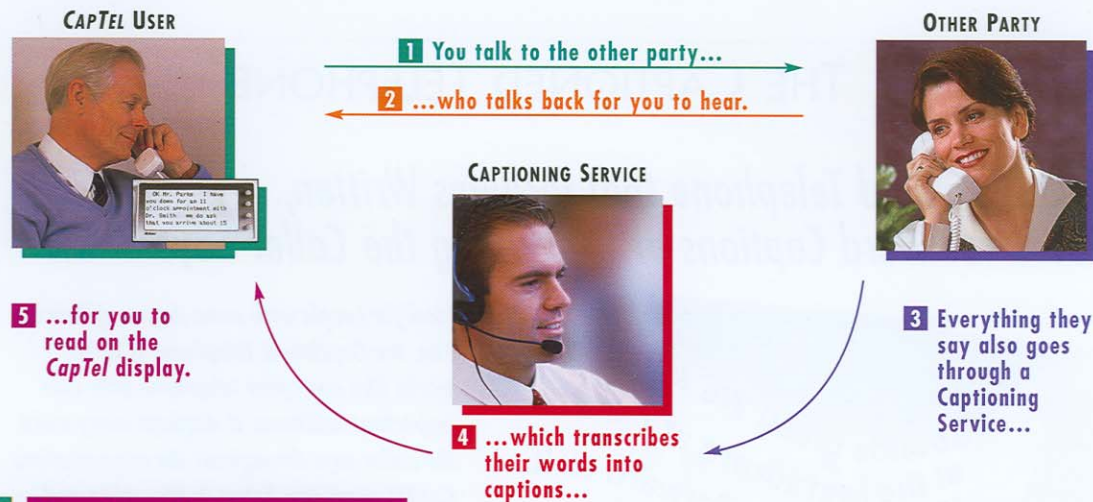
Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel®) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller and can also read the written captions for added clarity.



Written captions of everything the caller says appear in the CapTel phone display screen.

Benefits of CapTel

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use the CapTel phone – simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- CapTel includes an amplified handset and tone control for clarity



How Does CapTel Work?

CapTel users place a call in the same way as dialing a traditional phone. As they dial, the CapTel automatically connects to a captioning service. When the other party answers, the CapTel user hears everything that they say, just like a traditional call.

At the same time, a specially-trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in computerized voice-recognition technology. The text appears on a bright, easy-to-read display window on the CapTel phone. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said – either by hearing it or by reading it.

For incoming calls, callers first dial the toll-free captioning service then enter the CapTel user's phone number to enable captions during the call (*1-Line mode only*). With 2-Line mode, all incoming/outgoing calls are automatically captioned.

What Equipment/Services are Needed?

1. A Captioned Telephone (CapTel)

A special telephone that interacts with the captioning service to display captions. The telephone does not translate spoken words into written captions all by itself. It can also be used as a traditional amplified telephone.

2. Captioning Service

Captions are provided by the captioning service throughout the conversation at no cost to the CapTel user.

The CapTel phone is currently available in states that offer CapTel service as part of their relay service.

Specifications

- Powerful amplification with maximum volume boost (up to 35dB)
- Adjustable tone & volume control for optimum sound clarity
- Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- 5-Line, contrast-controlled liquid crystal display (LCD) screen
- Speed dialing (3 programmable numbers)
- Last number redial
- Adjustable ringer pitch
- Easy access to voice mail & interactive telephone menu systems
- Ability to caption external voice answering machine messages
- Sound monitoring (graphic meter and signal indicator show you the loudness of your voice and sounds during a captioned call)
- 2.5 mm and 3.5 mm audio jacks for use with a neckloop, cochlear implant patch cord, headset with microphone, and other types of assistive listening devices
- Spanish to Spanish captioning available
- Amplify always "ON" option
- "Over the wire" software updates (updates can be transmitted over your phone line)
- Can be used in 1-Line mode (standard) or in 2-Line mode (optional) with two telephone lines for additional capabilities

Specifications subject to change. One-year limited warranty.

Distributed by

CapTel is the latest innovation by

Ultratec.

1-800-422-7930 (Voice/TTY)

1115 Washington Street SE • P.O. Box 45301
Olympia, WA 98504-5301 • odhh@dshs.wa.gov (EMAIL)



WASHINGTON RELAY SERVICE



Text Only



WELCOME
SERVICES
SRD
VRS
EQUIPMENT
DON'T HANG UP
CUSTOMER PROFILE
NEWS
FAQ
CONTACT



VIDEO RELAY SERVICE CALL

SPRINT RELAY ONLINE CALL



SERVICES



Voice



TTY



VCO



HCO



STS



Telebraille



More...

Voice

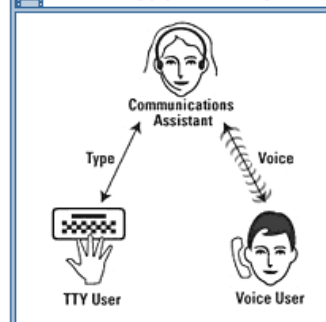
7-1-1 or 1-800-833-6384

Standard (voice) telephone users can easily initiate calls to TTY users. The Communication Assistant (CA) types the standard telephone user's spoken words to the TTY user and reads back the typed replies.

711 is the statewide telephone relay number that connects standard (voice) telephone users with deaf, deaf-blind, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs). Relay users can now simply dial 711 to connect with Washington Relay. This allows easier access, particularly for less experienced relay users such as businesses, children, or friends and family of TTY users.

Occasionally, people who try to place relay calls from a corporate office or hotel room using the 711 number may experience difficulties. This may be because the number has not been programmed into the internal telephone system (e.g. PBX or Centrex). Contact your office administrator or local telephone service provider to ensure that the 711 service is available.

VIEW QUICKTIME VIDEO



Instructions

- ◆ Dial the voice number, 1-800-833-6384.
- ◆ You will hear the CA answer "WA TRS 9136. HOW MAY I HELP YOU?" 9136 is one of CA identification numbers, as each CA has his/her own identification number which is rotated on a scheduled basis.
- ◆ Give the CA the area code and telephone number of the party you wish to call. If there are any further instructions, you may give that to the CA as well.
- ◆ The CA will process your call, relaying exactly what the TTY user is typing to you, as well as exactly what you are saying to the TTY user. Be sure to talk directly to the TTY user, while avoiding "tell him/her..." Say "GO AHEAD" at the end of each response you make, and you will hear the same from the TTY user. "GO AHEAD" means you've completed your response, indicating that it's the TTY user's turn to respond, and vice versa.

[WELCOME](#) [SERVICES](#) [SRQ](#) [VRS](#) [EQUIPMENT](#) [DON'T HANG UP](#)
[CUSTOMER PROFILE](#) [NEWS](#) [FAQ](#) [CONTACT](#)



How to contact ODHH

Office of the Deaf and Hard of Hearing

PO Box 45301
Olympia, WA 98504-5301
(800) 422-7930 Voice/TTY
(360) 902-8000 Voice/TTY
(360) 902-0855 Fax

<http://odhh.dshs.wa.gov>
www.washingtonrelay.com
odhh@dshs.wa.gov

Videophone

D-Link IP address: 209.181.93.249
D-Link VP#: (360) 902-8000



ODHH Office of the Deaf
and Hard of Hearing
DSHS 22-679 (Rev. 11/05)

For service in Western Washington contact Provail

Provail Therapeutic Services

3670 Stone Way Ave. N.
Seattle, WA 98103-8004
(888) 810-0745
(206) 363-7303



For service in Eastern Washington contact Easter Seals Washington

Easter Seals Washington

W. 606 Sharp Ave.
Spokane, WA 99201
(509) 326-8292 Voice



Office of the Deaf and Hard of Hearing Telecommunication Equipment Distribution Program

Services for

Clients with Speech Disabilities



Remote Control
Speakerphone (RCS)

Service Description

Telecommunication Equipment Distribution (TED) Program is working with Provail's Therapeutic Services and Easter Seals of Washington to provide **specialized telephone equipment and training** to people who have both a speech and physical disability; or hearing loss and physical disability.

Eligibility

Any person, age 4 to adult with **hearing loss and physical disabilities or speech and physical disabilities** who cannot effectively access and use a standard telephone is eligible. Eligibility is determined by Speech Language Pathologists and other qualified health care professionals.

Cost

Evaluation is provided at **no cost** to determine eligibility for specialized telephone equipment.

Training is provided at **no cost** if the client qualifies for specialized telephones based on their disability.

Fees for telephones are dependent on family size and income level and are offered on a sliding fee scale. Many clients receive phones at no cost.

Referral

- 1 Contact ODHH/TED at 1 (800) 422-7930 or the service provider in your area (listed on back) to request an application.
- 2 Application must be completed and submitted to the Office of the Deaf and Hard of Hearing (ODHH) TED Program.
- 3 Once approved by TED, the contracted service provider will determine number of evaluation and/or training hours.
- 4 Services are provided at a regional service facility or at the client's residence as necessary.
- 5 Specialized telephone equipment and accessory needs are determined by evaluators.
- 6 Training begins and performance outcomes are documented based on the goals established.

¿Cuál es nuestro objetivo?

Visión

Nuestra visión es un Washington accesible en donde las personas sordas, con dificultades de audición, sordociegas, y con discapacidades del lenguaje disfruten de autosuficiencia.

Misión

La misión de la Oficina de las Personas Sordas y con Discapacidad Auditiva (ODHH, por sus siglas en inglés) es eliminar los impedimentos para las personas sordas, con dificultades de audición, sordociegas y con discapacidades del lenguaje. Proporcionamos recursos que permiten que estas personas tengan un acceso igualitario y comunicación efectiva.

Principios rectores y Valores centrales

- Tener compasión por nuestros clientes
- Darle poder a nuestros clientes para que logren la independencia
- Procurar que todos tengan las mismas oportunidades de acceso
- Apreciar la diversidad
- Respetar las opciones de comunicación
- Ser abiertos y accesibles
- Ser responsables ante el público
- Alentar la colaboración

Cómo comunicarse

Office of the Deaf and Hard of Hearing
PO Box 45300
Olympia, WA 98504-5300

(800) 422-7930 Voiz/TTY

(360) 902-8000 Voiz/TTY

(360) 902-0855 Fax

<http://odhh.dshs.wa.gov>
www.washingtonrelay.com
odhh@dshs.wa.gov

Vídeo teléfono (VPI)
Dirección IP del VP: 209.181.93.249
VP# (360) 902-8000



ODHH 22-272 SP (Rev. 8/06)

Oficina de las Personas Sordas y con Discapacidad Auditiva



¿Cuáles son nuestras inquietudes?

El público en general no comprende totalmente la pérdida de la audición y las necesidades únicas de las personas con pérdida de la audición.

Esta falta de comprensión crea impedimentos para la comunicación que pueden presentarse en todos los aspectos de la vida diaria, incluidos los siguientes:

- Educación
- Empleo
- Atención médica/mental
- Tribunales/Legal
- Negocios
- Gobierno

Las leyes federales que requieren que se proporcionen adaptaciones equitativas razonables incluyen las siguientes:

- Ley de Estadounidenses con Discapacidades
- Ley de Rehabilitación de 1973
- Ley de Educación para Individuos con Discapacidades

Ciertas adaptaciones razonables que ayudan a evitar las barreras de comunicación implican:

- Tecnología
- Intérpretes
- Subtítulo



A quiénes servimos

- En el estado de Washington viven aproximadamente 506,000 individuos con pérdida de la audición.
- Aproximadamente 12,600 individuos son totalmente sordos.
- Washington está clasificado como el estado con la segunda población más grande de sordociegos de la nación.

La pérdida de la audición afecta a personas de todas las extracciones sociales, desde bebés hasta ancianos, en todas las comunidades, sin importar su situación socio-económica, su afiliación religiosa ni sus antecedentes étnicos.

Las diferentes comunidades de personas con pérdida auditiva que interactúan con personas que escuchan normalmente y que utilizan medios únicos de comunicación incluyen las siguientes:

- Sordos
- Personas con discapacidad auditiva
- Sordociegos
- Sordos a edad avanzada
- Familias
- Profesionales
- Público en general

La ODHH también cubre una necesidad especial para personas con discapacidades del lenguaje que enfrentan impedimentos en la telecomunicación.

¿Qué ofrecemos?

Servicio de Transmisión de Telecomunicaciones (TTS, por sus siglas en inglés). Los servicios de transmisión permiten que las personas con pérdida auditiva se comuniquen de manera efectiva con sus familiares, amigos o colegas que escuchan normalmente y no tienen equipo de telefonía especializado. Funcionan de manera similar a la forma en que una persona con audición normal y lenguaje claro se comunica por teléfono.

Distribución de equipos de telecomunicación (TED, por sus siglas en inglés). Equipo especializado de telefonía disponible para clientes que cumplan con ciertos requisitos. Los clientes reciben ayuda de capacitadores contratados para aprender a usar el equipo.

Administración de Intérpretes de Lenguaje de Señas (SLIM, por sus siglas en inglés). También está disponible un contrato estatal para servicios de intérpretes a fin de que las personas que utilizan el lenguaje de señas se puedan comunicar con el personal del gobierno y de los proveedores de servicios.

Tecnología de Comunicación Asistida (ACT, por sus siglas en inglés). Un sistema de referencia/préstamo para proporcionar sistemas de dispositivos de escucha asistida, subtítulo en tiempo real y otras tecnologías de asistencia.

Red de Acceso a las Comunicaciones (CAN, por sus siglas en inglés). Los sitios de videoconferencia en todo Washington proporcionan acceso a servicios de transmisión de video (VTS, por sus siglas en inglés), interpretación remota por video (VR, por sus siglas en inglés) y comunicación interpersonal frente a frente (P2P, por sus siglas en inglés).

Servicios Sociales y Humanos (SHS, por sus siglas en inglés). Se contratan Centros de Servicio Regional para Sordos y Personas con Discapacidad Auditiva sin fines de lucro para proporcionar una variedad de servicios sociales y humanos en Washington, incluidos la administración de casos clínicos y los servicios de defensa.

Información, Derivación y Defensa Legal (IRA, por sus siglas en inglés). Proporciona información, recomendaciones y recursos para el público en general y las comunidades. Aboga por los individuos que necesitan comunicación accesible con el gobierno del estado.

Servicios Sociales y Capacitación (OT, por sus siglas en inglés). Actividades de servicios sociales que incrementan el conocimiento de la diversidad y la cultura. Las actividades de capacitación dan conocimientos y habilidades para servir de manera efectiva a las personas con pérdida de la audición proporcionando adaptaciones razonables.